



CURRICULUM GUIDE 2012-2013

DESKTOP SUPPORT TECHNICIAN (A+, NETWORK+, MCP)

Associate in Science in Desktop Support Technician and Certificate of Achievement in Desktop Support Technician

PC Technicians install, fix, repair, and upgrade personal computers. In contrast to Technical Support Specialists, who often support computer software applications, PC Technicians tend to focus on computer hardware. Software is used, but typically only at the operating system level in order to diagnose problems or correctly configure a system.

Requirements for Associate in Science Degree:

- a) Complete Major Field and Supporting Courses with a grade of C or better.
- b) Complete Plan A, B, or C General Education requirements. These requirements are specified in the Ohlone College catalog.
- c) Complete at least 60 degree-applicable units with a 2.0 grade point average.
- d) Complete at least 12 units at Ohlone College.

Requirements for Certificate of Achievement:

- a) Complete Major Field courses as indicated below.
- b) Complete at least six units at Ohlone College.
- c) Maintain a 2.0 grade point average in Major Field courses.

Student Learning Outcomes

1. Demonstrate confidence to work independently to setup, configure, and maintain a computer (client or server), stand-alone application, and/or computer system.
2. Demonstrate techniques to troubleshoot situations that impact the operation of a computer (client or server), stand-alone application, and/or computer system.
3. Demonstrate oral and written communication skills.

MAJOR FIELD

CNET-105	PC Hardware and Software	4
CNET-150	Network Operating Systems	4
CNET-154	Network Technician Training	4
CNET-160A	Microsoft Client Operating Systems	2
CNET-161A	Desktop Support I - Supporting Users	2
CNET-161B	Desktop Support II - Supporting Applications	2
CNET-162	Windows Network Infrastructure Administration	2
ENGL-156	Introduction to Report and Technical Writing OR	3
SPCH-115	Career Communication	(3)
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SUPPORTING COURSES (Minimum six units required)

Choose 1-4 units from the following:		1-4
CNET-195A1-4	Internship	
Choose 2-5 units from the following:		2-5
CNET-108	IT Project Management	3
CNET-114	How Technology Works	4
CNET-146	Introduction to UNIX/Linux	3
CNET-158	Wireless Networks	4
CNET-164	Microsoft Directory Services	2
CNET-166	Microsoft Server Operating Systems	2
CS-101	Introduction to Computers and Information Technology	3
CS-102	Introduction to Computer Programming Using C++	4
CS-104A	Introduction to .NET Programming	4
	Total Required Units	29